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Note to Home Students:

If you are taking this course from home, you can download handouts, the introduction slide show and other materials for this class from our Class Resources page:

http://www.mc-npl.org/class-resources
**Introduction**

**Objectives**
- What is the Internet & how does it work?
- Who controls the Internet?
- What is the World Wide Web (aka “the Web”)?
- What do I need to access the Web?
- Terminology

**What is the Internet?**

The Internet is a collection of millions of computers world-wide that are all connected to one another. While they do not share everything with each other, there is some limited amount of information a computer on the Internet can get from any other computer on the Internet.

People often think of the Internet as a cloud in space. In reality, every computer in the Internet is connected by actual wires -- Ethernet cables, phone lines, and fiber optic wiring on the ocean floor to connect the continents!

**What is a server?**

There is a LOT of information on the Internet, but all of it comes from another computer somewhere. Special computers designed for transmitting information on the Internet are called *servers*.

Big Internet companies often own thousands of servers so that their websites are fast. To the right is a picture of one of Google’s many server rooms, located in Georgia. A *server room* is a large, air-conditioned room filled with thousands of servers. When you do a Google web search, your computer just might be “talking” to one of the servers in this server room.

**Who Controls the Internet?**

The Internet is a *cooperative endeavor*—no organization is “in charge” of it.

The Internet is an inherently *participative* medium. Anybody can publish information or create new services. For example, Google started out as two guys in a garage

When you connect your computer to the Internet, you become *part* of the Internet.
What is “the Web”?

Many people use the words “the Internet” and “the Web” interchangeably, but they do not mean the same thing.

The “Web” (short for “World Wide Web”) is just one of the services that run on the Internet. It is a collection of interconnected webpages, documents and other resources, and is the portion of the Internet we will focus on in this lesson.

There are other services that run on the Internet such as e-mail, or electronic mail. Some other aspects of the Internet include the ability to retrieve files from other computers (downloading) and instant messaging, multiplayer gaming, and streaming media (like videos and music).

What do I need to access the Internet?

1. **Computer Device**

   You need a computer, laptop, tablet, or smart phone (we can’t plug our brains into the Internet—yet).

2. **Internet Connection**

   There are several ways to obtain an Internet connection:

   1. **Internet service provider (ISP):** Typically used by home and office computers. This type of connection is generally the fastest. Examples include Comcast and Verizon. The connection is accessed through a phone line (dial-up model), DSL line, or cable television system.
   
   2. **Wi-Fi Hotspot:** These are accessible from a public place, such as a library, coffee shop, or hotel. They are often free and sometimes require credentials to connect, such as a password. In this case, you are connecting to the Internet though the ISP of the wi-fi hotspot’s owner.
   
   3. **Cell Phone Carrier:** If you have a smart phone with a data plan, you can access the Internet over the phone’s cellular network (Sprint, AT&T, etc.). Examples of cellular Internet technologies include 3G, 4G, and LTE.
3. Web Browser

A web browser is software that allows you to view webpages. There are several web browsers that are available. All of them are free to download and use. We will talk about them next.

Common Web Browsers

They all have similar features—they all let you access information on the Web and they are all free. You can have several brands of browsers installed on your computer at one time and discover a preference depending on how the browser behaves.

Teacher’s note:

After describing Google Chrome, explain why we don’t use it in class despite its popularity: Chrome does not let us assign a computer number to the bottom of printouts. However, all of the concepts we cover in class are relevant no matter what browser you are using.

U.S. Browser Usage for August 2018

source: http://gs.statcounter.com

<table>
<thead>
<tr>
<th>Browser</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chrome</td>
<td>49%</td>
</tr>
<tr>
<td>Internet Explorer</td>
<td>5%</td>
</tr>
<tr>
<td>Safari</td>
<td>31%</td>
</tr>
<tr>
<td>Firefox</td>
<td>5%</td>
</tr>
<tr>
<td>Edge</td>
<td>4%</td>
</tr>
</tbody>
</table>

Chrome – Produced by Google, it is one of the fastest and most secure browsers available today.

Internet Explorer – Produced by Microsoft and bundled with the Windows operating system.

Safari – Produced by Apple and bundled with Apple products, such as Mac computers, iPhones, and iPads.

Firefox – Produced by Mozilla, a non-profit company, it is an open-source project.

Edge - Produced by Microsoft, this browser is only available on Windows 10. It is meant to replace Internet Explorer.
What’s a URL?

The WWW is all the web pages on the Internet. When you visit a website, you are retrieving a web page file from another computer. To do this, you will need to use a “web browser” program such as Firefox. In that program, you would specify an address, the URL (Uniform Resource Locator), of the computer that holds the information.

Here is an example of a URL:


Here is what each component represents:

- **http://**
  - *protocol*
  - Tells the browser what language it has to speak in order to display the web site. Most of the time, the “http” protocol is used, so you don’t have to type this part—the web browser adds it automatically.

- **www.irs.gov**
  - *domain name*
  - Is typically named after the organization that owns the webpage. Takes you to the organization’s main web site. Just like a mailing address is used to direct someone to your home, a domain name is used to direct someone to a specific web site.

- **.gov**
  - *top level domain*
  - The “category” of the web site. Below is a table describing some of the most common top level domains:

- **/uac/Free-File:-Do-Your-Federal-Taxes-for-Free**
  - *path*
  - The path a specific webpage or resource within the website as a whole. If you do not specify a path, and simply give a domain name, you will land on the website’s main page.
### Top-Level Domains

<table>
<thead>
<tr>
<th>Domain</th>
<th>Description</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>.com</td>
<td>Commercial (for-profit business)</td>
<td><a href="http://www.google.com">www.google.com</a></td>
</tr>
<tr>
<td>.net</td>
<td>Originally for network providers, now used as an alternative to “.com”</td>
<td><a href="http://www.comcast.net">www.comcast.net</a></td>
</tr>
<tr>
<td>.org</td>
<td>Organization (non-profit)</td>
<td><a href="http://www.mc-npl.org">www.mc-npl.org</a></td>
</tr>
<tr>
<td>.edu</td>
<td>Educational institution</td>
<td><a href="http://www.mc3.edu">www.mc3.edu</a></td>
</tr>
<tr>
<td>.mil</td>
<td>Military</td>
<td><a href="http://www.army.mil">www.army.mil</a></td>
</tr>
</tbody>
</table>

Web sites located in other countries have a **two-letter country code** for their top-level domain. Each country has its own list of **second-level domains** (comes before the top-level domain).

- .uk = “United Kingdom” (top-level domain)
- .co = “commercial” (second-level domain)

---

### What's a hyperlink?

A hyperlink is a graphic or a piece of text in a webpage that, when clicked, will send the reader to another webpage or document.

Hyperlinks often look like **blue underlined text** but can also appear as icons or other graphics.

Whenever you place your mouse cursor over a hyperlink, it will change into a pointing hand.
What can you do on the Internet?

<table>
<thead>
<tr>
<th>Activity</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Send and receive email</td>
<td><a href="http://www.gmail.com">www.gmail.com</a></td>
</tr>
<tr>
<td>Read newspaper</td>
<td><a href="http://www.philly.com">www.philly.com</a></td>
</tr>
<tr>
<td>Get driving directions</td>
<td><a href="http://www.mapquest.com">www.mapquest.com</a>, maps.google.com</td>
</tr>
<tr>
<td>Search for a job</td>
<td><a href="http://www.monster.com">www.monster.com</a></td>
</tr>
<tr>
<td>Research</td>
<td><a href="http://www.wikipedia.com">www.wikipedia.com</a></td>
</tr>
<tr>
<td>Watch videos</td>
<td><a href="http://www.youtube.com">www.youtube.com</a></td>
</tr>
<tr>
<td>Check Train/Bus Schedules</td>
<td><a href="http://www.septa.org">www.septa.org</a></td>
</tr>
<tr>
<td>Communicate with government</td>
<td><a href="http://www.state.pa.us">www.state.pa.us</a></td>
</tr>
<tr>
<td>Get free credit reports</td>
<td><a href="http://www.annualcreditreport.com">www.annualcreditreport.com</a></td>
</tr>
<tr>
<td>Fact-check rumors</td>
<td><a href="http://www.snopes.com">www.snopes.com</a></td>
</tr>
</tbody>
</table>
Introduction to Firefox

As stated above, looking at web pages on the Internet requires using a **web browser**. A Web Browser is an application used to view web sites stored on other computers connected to the Internet. The most common method of browsing is called the Hyper Text Transfer Protocol (HTTP) which uses a series of **hyperlinks** (sometimes just called **links**) to connect pages together.

In this class, we will be using **Firefox**.

**Opening Firefox**

To open Firefox:

1. **Double-click** the icon 🌐 on the Desktop or...

2. **Use** the **Start Menu**. We have placed a **tile** for Firefox in the tiles section of the start menu. **Single-click** on the tile.

3. The first page that appears upon opening a web browser program is called the **home page** and can be set by the user.

   **Q:** What did the Computer Lab select for a Home page?

   **A:** Google.com
The Firefox Window

1. **Look** around the screen and **use** your **handout** to find the different screen elements pictured above.

   **Teacher:** Describe the different parts of the window.

---

**Title Bar, Window Controls**
Unlike most programs on a computer, Firefox does NOT have a dedicated title bar! Window Controls are in their normal place.

**Web Page Tabs**
Each open web page is represented by a tab. The tabs occupy the space at the top of the window where the title bar is traditionally located. The title of the webpage is displayed on the tab.

**Active Tab**
The tab you are currently viewing.

**New Tab Button**
Allows you to open a new web page within the browser window.
Back & Forward Buttons
Navigates to the other webpages you have visited in the currently active tab.

Address/Search Bar
- Allows you to go directly to a website by typing a URL.
- Provides search results when a search term or an incomplete web address is typed into the box.
- Displays the URL of the webpage in the currently active tab.
- Contains the Bookmark button ★ which creates a bookmark for the current page.

Menu Button
Provides access to a complete listing of all of Firefox’s features and settings.

Toolbar
Contains the back & forward buttons, address/search bar, and Menu Button. It is customizable. We have configured our toolbar to include these buttons:

- **Refresh**: Retrieves the most recent version of the webpage so it has the latest content.
- **Home**: Returns you to the browser’s home page. Browsers can be configured to display a particular webpage when the browser is opened. In the computer lab our homepage is Google. Google is a very simple webpage that is comprised mainly of a search box. That is because Google is a search engine, a website designed to find information on the Internet (we will learn more about this in the next lesson). It is a good homepage because it will load quickly into your browser. **Notice** that the name of the page is on the webpage tab and the URL is in the address box.
- **Show Sidebars**: Opens a side panel containing various information (notably: your bookmarks).
- **Print**: Opens a print preview of the current webpage.

Scroll Bar
Allows you to move through the document if it cannot fit on the screen.

Hyperlink (or “link” for short)
A word or image on a web page that, when clicked, takes you a different page. Text hyperlinks are usually distinguished by being a different color than the surrounding text and are sometimes underlined
Navigating with a Web Browser

The main purpose of a web browser is to facilitate the accessing of websites. There are several common tools available in most browsers that make this navigation easy to do.

**Entering a URL into the address bar**

The address bar will display the URL of the webpage in the active tab. It also functions as an input box for navigating to a different website.

If you know the exact web address (URL) of the web site you want to visit, you should enter it into the address bar.

When you first open the browser in the lab, the insertion point is not positioned in the browser’s address bar, but in a Google search box.

1. **Using Handout 1,** find the address bar.
2. **Notice** the address bar displays the web address (URL) of the page you are on: www.google.com.
3. **Click** into the address bar. When you do, **notice** that the web address is now highlighted in blue. When you start typing, it will replace the highlighted text.

4. **Locate** the first URL on your list of websites handout. **Type** www.irs.gov (just those 9 letters and 2 periods (dots); no spaces, no other characters). The address bar acts **just like a text box**—if you make a mistake or need to change any part of the address, you can use backspace, delete, arrow keys, etc. to edit the existing text.
5. **Notice** that as you type, suggestions appear below the address bar. We will **ignore** this for now. **DO NOT CLICK** on any of the suggestions.

6. **IMPORTANT:** When typing a precise web address (like we are doing now), we recommend **NEVER clicking** on any of the suggestions, as it may lead you to the WRONG website!
7. **Notice** that the **Bookmark** (star) button was replaced with the **Go** button.

8. Now we are ready to actually visit that address. **But before we do, take note of three things** that will happen when we go to that address:
   
a. A “loading” animation will appear to the left of the tab’s name, indicating that the web site is loading. In Firefox, the animation is a dot that moves back and forth.
   
b. While the **loading animation** is going, the refresh button is replaced by an **X button** (the “Stop” button). If the page loading is taking too long, it can be stopped with this button.
   
c. The **web page tab name** will **change** to the name of the new web site.

9. **Press** **Enter** or **click** the **Go button** to load the web page.

10. Once the page has loaded, the **irs.gov** web site will replace the Google web site within the browser window.

**Back and Forward buttons**

1. **Focus** the mouse pointer on the **Back button**, **which** is now active. **Point** to it and note what the **ScreenTip** says. The browser’s memory keeps track of where you go.

2. **Click** on the **back button** to **return** to the Google web page.
3. Now, the **forward button** will be active. **Point** to that button and **note** the ScreenTip.

4. **Click** on the **forward button** to return to the IRS web site.

5. **Close Firefox.**

**Typing an incorrect or incomplete URL into the address bar**

Before we explore other navigation methods, we are going to look more closely at some of the pitfalls of typing an incorrect or incomplete URL into the address bar.

Let’s see what happens if we make a mistake when typing into the address bar.

Remember, to get to the website we want, we must enter the web address (URL) **exactly**. Making any kind of mistake or omission will produce a very different result than what we expect.

**Getting search results instead of getting directly to a website**

The following demonstrates a very common typo that people make when typing in a URL. Instead of typing a **period** (dot) they will type a **comma**.

1. **Open Firefox.**

2. **Click** into the **address bar** and **type** `www(comma)refdesk(comma)com` [#6 on slip]

3. **Press** the **Enter** key and watch what happens.

4. The browser will attempt to find the website but will be unsuccessful. So instead, it will display a list of **search results** that it hopes will fill your need. In this case, the address bar is acting like a **search box**. In the computer lab the search provider connected to the address bar is **Google**.

5. **Note** the **first result** in the Google search results list. If we had typed dots instead of commas we would have gone directly to this site.
Getting to the wrong website

Sometimes you might mistype a URL and end up on a page that doesn’t show what you expect, and instead just has a list of ads or “Related Links.”

1. **Click** into the **address bar**, type **www.moncopa.org (#7 on slip)**, and press **Enter**. We should have typed **www.monTcopa.org**—we forgot the “T”.

Teacher’s note:
These kind of websites change often.

Show Slide 19 if the website doesn’t look like the screenshot below.

2. **Notice** the menu of links in the center of the screen. Often times, websites like these will display a listing of links that *seem* useful. **DO NOT CLICK ON ANY OF THESE LINKS, AS THEY COULD LEAD YOU TO A SCAM OR MALWARE INFECTION.**

3. If you see a website like this, the safest thing to do is **close** your browser window and **start over**, double-checking the spelling of your URL.

4. **Close Firefox.**
Practice

1. Open Firefox.

2. Click into the address bar and enter this URL: www.visitpa.com (#2 on slip)

3. Press Enter or click the Go button.

4. Click the Back button to go back to Google.com.

   Teacher’s note:
   Use prop to demonstrate what tabs are.

Tabbed Browsing

Tabbed browsing allows you to open multiple websites within the same window and use tabs to move between them. Tabs are ideal for when you want to go to another website without losing your current website.

1. Click on the New tab button to open a new tab.

   ![New tab button](image)

2. Notice that the address bar says “Search or enter address” and there is a blinking insertion point inside it.

3. Notice there are now two webpage tabs. One of them says Google, and the other says New Tab. The second tab is the active tab, because it is colored white.

4. Notice the box in the middle of the screen labeled “Search the Web”. We have customized our New Tab screen to display an input field for performing a search engine search.

5. Because a blinking insertion point is already present in the address bar, you do not have to click in the address bar—you can just start typing your URL.

   a. DO NOT type URLs into the “Search the web” box. URLs should ALWAYS be typed into the address bar!

   ![New tab address bar](image)

6. Type www.refdesk.com (#3 on slip)
7. **Focus** your attention on the **tab** labeled **New tab** that you just opened, and **press** [Enter] to commit the URL. **Watch** for the connecting indicator as your page “loads” into the tab.

8. **Notice** that there are now **2 webpage tabs visible**, one labeled “Google” and the other “Reference, Facts, News” (Refdesk).

9. **Notice** the address bar shows the URL for Refdesk because that is the **active tab**. The active tab is the website that you are viewing. The active tab is generally **lighter** in color.

10. **Click** on the tab labeled **Google**. What website is in view? What URL is displayed in the address bar? **Clicking on the webpage tab** is the way you **switch** between the websites.

### Using Links on a Webpage

Entering a specific URL is only one way to navigate on the Internet. Most of your navigation will be done by clicking on **hyperlinks** (or “links” for short). Clicking on a link will take you to another page on the site you are on or onto another website altogether.

1. **Click** on the tab for **Refdesk**. This website (refdesk.com) has many reference materials on it, but in particular, notice the section in the center of the screen partway down (that you may have to scroll to reach) marked “**Site of the Day**.” Every day, refdesk.com will pick a new website to feature, and the name of it will be just under the words Site of the Day. Notice that those words are **blue and underlined**. What does this normally mean?

2. **Point** to the **Google logo** on the left side of the screen. **Note** that hyperlinks **do not always** have to be blue and underlined. Nonetheless, your mouse pointer does change to the shape of a hand, so you can be sure this is a hyperlink.

3. While you are pointed at that link, a **ScreenTip** will appear in the bottom-left corner of the window. This ScreenTip displays the exact web address of the website where this hyperlink will take you.

4. **Click** on the **Site of the Day** link.

5. **Click** the **Back button** to go back to refdesk.com.
6. Now, let’s go to a different link on the Refdesk page.  
   a. **Find** the link that says **Thought of the Day Archive**.
   b. Instead of just clicking on it, let’s **right-click** on the link and **click Open Link in New Tab** from the context menu.
   c. This will open the web page that the link points to in a **new browser tab**.
   d. **Note** how doing that **does not take you to the new tab**; you will have to **click** on the new tab to view the content.

**Closing the browser**

1. **Take note** of the fact that we now have **two** tabs open and let’s **close** the **entire browser window**.
2. Unless this option is turned off, a dialog box will ask you if you want to **close all the tabs** or the **cancel the close operation**.
3. **Click** **Close tabs**.

**Practice**

1. **Open** Firefox.
2. **Click** on the address bar and **go** to this URL: **www.cnn.com** (*#4 on slip*)
3. **Click** on **New tab**.
4. In the new tab, **go** to this URL: **www.montcopa.org** (*#5 on slip*)
5. Sometimes links are not called out as blue and underlined text, but the sure fire clue is when your cursor changes into a hand. **Find** the link (near thee top) for Parks, Trails & Historical Sites but **don’t click just yet**.

**Teacher’s note:**

**Note:** Even though all of the computers in the Lab are identical, the menu headings at the top of the screen will be extremely small on some computers (see screenshot below). It usually happens to about half of the computers. This is likely a deficiency of the website.
6. **Note** that just pointing opens a menu of other links.
   
   a. Under the **Parks** sub-heading, **click** on **Norristown Farm Park**.
   
   b. If you did everything right, you will see information about the Farm Park in the center pane.

7. **Find** the link for the **“Map of Park”** and **click** on it (you will need to scroll down the page). A map will appear on the screen.
   
   a. **Q:** How do we go back?
      
      A: Click the Back button
   
   b. **Q:** Why is the Back button disabled?
      
      A: Because the link automatically opened in a **new tab**, and this is the only webpage this tab has visited (remember, each tab has its own memory about what pages it has visited). It’s important to know that, sometimes programmers will specify that certain links open in a separate tab or even a separate window. So, always check your tabs if you are having trouble going back to a previous page.

You should now have **three tabs** open and your active tab should be displaying a map.

### Using the Zoom controls

1. **Move** the cursor so it’s on top of the map. **Notice** how it changes to a magnifying glass with a “plus” in the middle (pictured at right). This means that clicking on the map will **zoom in**.

2. **Click** on the map to zoom in. Use the vertical and horizontal scrollbars to see different parts of the map.

3. **Move** the cursor so it’s on top of the map again. **Notice** how it changes to a magnifying glass with a “minus” in the middle (pictured at right). This means that clicking on the map will **zoom out**.

4. **Click** on the map to zoom back out.
5. There are also **keyboard shortcuts** for zooming in and out. This feature comes in handy when the font on a webpage is too small to read. **Press** `Ctrl +` to zoom in and `Ctrl -` to zoom out.

6. To bring the zoom level back to normal, **press** `Ctrl 0`.

![Note: Zoom controls can also be accessed via the Menu Button.](image)

7. **Click** the **Back** button to go back to the park map.

### Review of tab navigation

1. What tab is the active tab? The tab with the map of park.

2. **Notice** again how we **do not** have an active Back button.

3. **Click** on the tab for CNN.

4. Now that CNN is our active tab, **notice** how we now have an **active back button**. This is because each tab has its **own memory** of the webpages it has visited.

5. **Click** the **Back** button.
   
   Q: What website are you now viewing?
   
   A: Google
   
   Q: What is the website’s URL?
   
   A: google.com

6. **Click** on the **middle tab**.

   Q: What website are you now viewing?
   
   A: montcopa.org

Using the **back** and **forward** buttons is the way to switch between sites that have been opened in the same tab (remember that each tab keeps its own memory of what webpages it has visited).

Clicking on the **tabs** is the way to switch between websites that have been opened in different tabs.
Closing and Reopening Tabs

Tabs are closed by clicking the Close Tab button (the “X”) on the right-hand side of the tab.

1. **Point** to the Close Tab button of the Google tab. **Notice** the ScreenTip.

2. **Click** on the Close Tab button for the Google tab.

3. **Notice** how that tab closed and you now have 2 tabs remaining.

4. Now **close** the tab with the Norristown Farm Park map.

5. Sometimes you may close one or more tabs by accident and need a way to reopen them easily.
   a. **Right-click** on any tab. We only have one tab open right now, so right-click on the Norristown Farm Park tab.
   b. On the context menu that appears, **choose Undo Close Tab**. The tab that we just closed (park map) has reappeared.

6. **Close** the browser (remember to respond to the dialog box by **clicking Close tabs**).
Saving Favorite Websites

**Bookmarks** (also called **favorites**) can remember websites for you, like **speed dial** on your phone (you don’t have to remember or type anything). They are good for:

- Remembering websites that you visit often.
- Remembering websites that you may want to visit at a later time in the future.
- Remembering websites that have very long URLs.

**Viewing your Bookmarks**

1. **Open Firefox**.
2. **Click** on the Show sidebars button.

3. **Notice** the panel that appears on the left. It contains our bookmarks. All of these bookmarks were added to the library’s computers—you will not see any of these favorites on your home computer!

4. Some of our bookmarks are organized into sub folders. **Click** on the **Weather** folder to see its bookmarks.
5. **Point** to the first website listed under Weather and **observe** that your cursor changes to a **hand**.

6. **Click** on this bookmark. **Notice** how the **National Weather Service website** loads in the **Active tab**.

7. **Close** the sidebar by clicking its **close button** (“X”).

---

**Adding a Bookmark**

Next, we are going to add a bookmark for Refdesk to our bookmarks list.

1. The first step is to go to the website you make to make a bookmark for.

2. **Go to** www.refdesk.com. [#3 on slip]

3. **Locate** the **Bookmark button** on the far-right side of the address bar. **Notice** how it is colored white.

4. **Point** to the Bookmark button. **Notice** the ScreenTip.

5. **Click** on the Bookmark button.
6. A box appears asking us for some information about our new bookmark.

   ![New Bookmark dialog box]

   **Teacher’s note:**
   The box may disappear after a few seconds if you don’t click on anything inside it. If it disappears, click the Bookmark button again.

   a. A mini picture of the website appears at the top of this box.

   b. Below the picture is a text box labeled **Name**. By default, it assigns the webpage’s title to this field. The downside to this is that webpage titles are often very long. Let’s change it to something shorter. **Type** “Refdesk”.

   c. Next, it asks us what **folder** we would like to place it in. Firefox has **three different folders** to choose from. **Click** on the dropdown list to see the list of folders.

      i. **Bookmarks Toolbar**: Displays the bookmark as a **button** below the address bar (more on this later). Only your most frequently used bookmarks should go here.

      ii. **Bookmarks Menu**: The bookmarks in this folder are displayed when the Bookmarks Menu button in the toolbar is clicked. We do not have this button enabled in the Computer Lab.

      iii. **Other Bookmarks**: This is the default save location for bookmarks.

   d. We will store this bookmark in **Other Bookmarks**, so **select** this folder from the list.
e. **Click** on the **Done** button to save changes.

![New Bookmark](image)

7. **Notice** how the Bookmark button is now colored blue. ★ This means our browser has a bookmark for this website (Refdesk).

8. **Click** on the **Show sidebars** button and **find** the new bookmark in the list.

**Tip:** By default, the list of bookmarks is sorted in the order they were added. This means that newly added bookmarks will always appear at the **bottom** of the list. To sort them alphabetically, right-click on “Other Bookmarks” and click “Sort By Name”.

9. **Close** the sidebar by clicking its **close button** (“X”).

**Teacher’s note:**

**Tell the students:** Any bookmarks you save to the computers in the Lab will be lost when the computers are shut down because we have configured them to do so. However, a typical home or work computer will keep your bookmarks forever until you delete them yourself.
The Bookmarks Toolbar

To get even quicker access to a bookmarked website, you can utilize the Bookmarks Toolbar. This special toolbar appears directly below the address bar. It allows you to create buttons that you can click to go to your favorite websites.

Enabling the Bookmarks Toolbar

The toolbar is turned off by default. Let’s turn it on:

1. Click on the Menu Button and select Customize.
2. We will talk more about this screen later. For now, click on the dropdown list labeled Toolbars, located at the bottom of the screen and select Bookmarks Toolbar.
3. Click the blue Done button in the lower-right corner.
4. Notice the extra whitespace below the address bar. This is the Bookmarks Toolbar. It is empty because we don’t have any bookmarks there yet.

Adding a Bookmark to the Bookmarks Toolbar

Let’s add CNN to the Bookmarks Toolbar.

1. Remember: To add a favorite, you must be looking at that site. Go to www.cnn.com (#4 on slip)
2. Click on the Bookmark button.
3. Click on the Folder dropdown list and select Bookmarks Toolbar.
4. Click Done.
5. Notice the button for CNN on the Bookmarks Toolbar (below the Back button).
6. Let’s **rename** the bookmark so it doesn’t take up as much space.
   
   a. **Right-click** on the bookmark and **select** Properties.
   
   b. In the **Name** field, **type** CNN.
   
   c. **Click** Save.

7. **Close** Firefox.

**Practice**

1. **Open** Firefox.

2. **Use** the bookmark we created to open Refdesk.

3. **Find** the link on Refdesk for **Thought of the Day ARCHIVE** and **click** it. (Hint- remember, your mouse cursor will change to a **hand** when you are pointing at a link)

4. **Add** this page to your bookmarks naming it **TOTD** (Hint – click the Star, type a name, and select “Other Bookmarks” from the folder list)

5. **Close** Firefox.

6. **Open** Firefox.

7. **Use** the bookmark we just created to **open** the TOTD webpage (Hint – Click the “Show Sidebars” button, locate the bookmark, and click on it)

8. **Notice** that you can save a favorite that goes to a specific page on a website and not merely to the main page.

9. **Close** Firefox.

![Good stopping point for Session 1.](image)
Session 1 Review

Before we go into new territory, let’s review some of the basics from the last session:

- To be able to view pages on the World Wide Web, we need to open a program called a web browser
- Q: Can you name the two web browsers that are on the lab computers?
  A: Internet Explorer and Firefox
- Q: We will be using Firefox. How will we open this program?
  A: Double-click on the Desktop icon or use the Start Menu.
- Open Firefox
  - Q: What do we call the website that loads when we first open a browser?
    A: Home Page
  - Q: What is the home page on the Computer Lab’s computers?
    A: Google.com
  - Q: What is a URL?
    A: An address for a web site
  - Q: Where do you type a URL?
    A: Into the address bar of the browser
  - Click into the address bar and go to www.refdesk.com. (#3 on slip)
  - Q: How do we get back to the previous website?
    A: Back button
- Use the Back button to view Google’s website.
- Now use the Forward button to return to Refdesk.

We’ll be reviewing more as we go along, but next let’s look at a new concept.
Customizing the Firefox Toolbar

Last class, we saved a bookmark to the Bookmarks Toolbar. That toolbar is turned off by default, so we had to turn it on. To do this, we used the Customize screen. We will talk more about the Customize screen next.

1. To open the Customize screen, click on the Menu Button and select Customize.

2. Notice how it opened in a new browser tab.

3. The middle of the screen shows us the buttons that we can add to the Toolbar. Let’s add the Zoom Controls button to the toolbar.
   a. First, decide where on the toolbar you want the new button to go. We would like this button to go to the right of the Print button.
   b. Find the Zoom Controls button and drag it to the right of the Print button in the toolbar.
      - Notice how it makes room for the button before you even let go of the mouse. Let go of the mouse button when it has made space for the button.

4. Click the blue Done button in the bottom-right corner of the screen to save changes.

5. Notice how we now have zoom controls in our toolbar.

6. Buttons can be removed from the toolbar as well. Let’s remove the button we just added.
   a. Click the Menu Button and select Customize.
   b. Drag the Zoom Controls button off the toolbar back to the center of the screen.
   c. Click the blue Done button to save changes.
Changing Themes

Firefox’s appearance can be adjusted by changing the Theme.

1. **Click** on the **Menu Button** and **select Customize**.

2. **Click** on the **Themes** dropdown list at the bottom of the screen and **select Space Fantasy**.

3. **Notice** how the tabs and toolbar at the top of screen now have a **different background**.

4. **Click** on the **Themes** dropdown list again. **Change** to back to **Default**.

5. More themes can be downloaded from the Internet. **Click** on the **Themes** dropdown list again and then **click Get More Themes**.
   a. **Notice** a **new tab** opens showing themes for download.
   b. **Close** the tab.

6. **Click** the blue **Done** button to exit the Customize screen.
**Pop up blockers**

Sometimes when you click a link on a webpage it will automatically open another, usually smaller, window. This new window is referred to as a **pop-up window**. Pop-up windows are traditionally associated with unwanted advertising so most modern web browsers have a built in feature to block them.

Teacher’s note:
If the live demo website doesn’t work, jump down to the “Alternative to Live Demo” section.

**Live Demo**

1. **Type** `pvlibrary.net/popup-demo (#12 on slip)` in the address bar and **press** Enter.

2. **Notice** the yellow bar at the top of the screen. This is telling us that the browser blocked a popup the website was trying to show.

3. **Click** the Options button to see more options related to the popup.
   
   a. **Allow popups for pvlibrary.net**: If you trust the website, you can select this option to prevent the browser from blocking ANY popups on this website. This is usually what you want to do if the website makes legitimate use of popups (for example, a banking website or an online course). This option is **disabled** on our computers for security reasons.
   
   b. **Show 'http://pvlibrary.net/popup-demo/popup.html'**: Displays the individual popup that was blocked.
   
   c. **Click** the “Show …” option to see the popup.

   ![http://pvlibrary.net - M_](http://pvlibrary.net - M_)

   **Surprise! I'm a popup!**

   d. **Notice** how the popup has its own set of window controls.
   
   e. **Click** the popup’s close button to close it.

4. **Click** the browser’s Back button to return to refdesk
Alternative to Live Demo

In Firefox, a bar that looks like this will appear above the task bar when a pop-up window is blocked.

Sometimes pop-up windows are used legitimately (that is, they actually contain content you are trying to reach, for example a popup from your bank or from an online course you are taking).

If you see the pop-up blocked message and think that you want to see the window that was blocked, you can override the block by clicking the Options button and selecting the “Show …” option.

If it’s a website you visit frequently, you may want to click the “Allow pop-ups for …” option. This will cause the browser to ALWAYS show popups from that website.

Printing

Oftentimes we want to print what we are viewing to have for long-term or just to read on paper. If you want to print what you are viewing, there are a few things to be careful of. Sometimes the browser doesn’t print a webpage exactly as it’s seen on the screen. It could end up printing more pages that you expected, or not even printing what you wanted.

Therefore, before you print from the Internet, you should always perform a print preview first. This will give you a view of exactly what will be printed and is the best way to avoid unwanted pages and the wasting of costly paper and ink.

1. Open Firefox and go to www.refdesk.com (#3 on slip).
2. Click on the Thought of the Day Archive link.
3. When you want to print a webpage, the first thing you should do is look for a “Print” button or icon somewhere on the webpage itself. These buttons are often programmed to generate a printer-friendly version of the website. Try to find a Print button on the webpage. Can you find one? Answer: No
4. Because the webpage doesn’t have its own print functionality, we will have to use the web browser’s print functionality. Click on the Menu Button and select Print.

   a. Note: We have configured our Firefox installations to have a Print button in the Toolbar. But this button is hidden by default, so we are showing you how to print from the Menu Button instead.

5. A print preview window opens.

6. The top of the window will tell you how many pages will print. Clicking on the arrows will allow a view of each page so you can choose the pages you want to print.

   a. Click the Next Page arrow and look at each page.

   b. You can also use the scrollbar on the right to see the other pages.

7. Notice how the last page hardly has anything on it. We might want to exclude this page from our final printout (more on this later).

8. You can make the text on the printout larger or smaller using the Scale dropdown list at the top of the screen. Its default setting is “Shrink to Fit”.

   a. Change the scale to 70%.
      Notice how the text is smaller.
      Notice how there is a total of 2 pages now, instead of 3.

   b. Change the scale to 125%.
      Notice how the text is larger.
      Notice how there is a total of 4 pages, instead of 3.

   c. Change the scale back to “Shrink To Fit”. This default setting works well for most webpages.
9. You can also change the **orientation** of the page using the buttons in the toolbar. The default orientation is **portrait**.

![Orientation buttons]

10. Once everything looks the way you want, and you’ve determined what pages you want to print, **click** the **Print button** in the top-left.

![Print dialog box]

11. The **Print dialog box** will appear.

   a. **Printer section**: Allows you to choose the printer you want to print to.

      i. At home, you probably only have 1 printer, but in an office environment, you might have more.

      ii. Some “printers” are not actual printers, but programs that save your printout to a file. “Microsoft Print to PDF” is one such printer in the Computer Lab.

   b. **Print Range section**: Allows you to choose the pages you want to print.

      i. Note that, unless we change the settings, **ALL** pages will be printed. Even though it says “from 1 to 1”, all the pages will print because the “All” option button is selected!

      ii. To print only certain pages of a document, click in the **Pages** option button, and THEN enter the page range you want to print.

         - To print a single page, type the same number in both boxes.
c. Copies section:
   a. **Number of copies:** Allows you to print multiple copies of your printout.
   b. **Collate:** Determines the order in which the pages are printed when you are printing multiple copies of a document. For example, if you are printing 2 copies of a 3 page document, enabling collating prints pages 1, 2, 3, 1, 2, 3, while disabling collating prints pages 1, 1, 2, 2, 3, 3.
   d. Finally, when you are ready to send the print job to the printer, you would click the OK button. But we are NOT actually going to print this out in class today.

12. **Click Cancel** to close the Print dialogue box.

13. **Click** the button labeled **Close OR click** the X to exit out of the print preview. This will return us to the web page.

14. **Close** Firefox.

**Printing with Reader View**

Firefox has a unique feature called “Reader View”, which eliminates clutter from webpages to make them easier to read. This makes Reader View an ideal choice for printouts.

If the website supports Reader View, you will see a clickable icon in the address bar (next to the Bookmark button, pictured below).

1. **Go to** www.irs.gov (#1 on slip).

2. **Scroll down** the page until you find the **Forms & Instructions** section. Underneath the section heading are some form numbers. Underneath the form numbers are hyperlinks to some articles (there are clipart pictures above the article titles). **Click** on one of the article titles to view it.
3. **Click** the **Enter Reader View** button on the right-hand side of the address bar.

![Reader View](image)

4. **Notice** how most of the webpage was been stripped away, leaving us with just the article content.

![Withholding Calculator](image)

5. **Click** the **Enter Reader View** button again to **deactivate** Reader View.
Safety on the Internet

Secure websites

There are times when you will need to share personal information over the web.

- If you are shopping online, you will need to input your credit card information.
- A job application may ask for all sorts of personal information.
- Your bank may ask you to set up a series of security questions with personal information to gain access to your account.
- Doing your taxes requires that you enter sensitive information, such as your social security number.

Before sending any sensitive or financial information online, you want to know that you are communicating with a secure site. Secure sites make sure that all information you send is encrypted so that cybercriminals can’t intercept it as it travels across the Internet.

The https protocol in the website address and your browser’s security symbol are two signs that indicate you are on a secure site.

Accessing a Secure Website

1. Open Firefox.
2. Go to www.wellsfargo.com (#8 on slip).
3. Look at the Address Bar. Notice the green “padlock” icon in the Address Bar. This is the primary indication that you are on a fully secure website.

   - Sometimes, a website will only be partially secure, in which case the padlock will not be colored green. You should not enter personal data into websites that are only partially secure.

4. Click on the padlock to see more information. Notice how it says “Secure Connection”. This confirms that we are on a fully secure website.
5. Also notice how the URL begins with “https” and NOT “http” (without the “s”). This is another indication that you are on a secure website.

![Image showing a secure web browser]

Never enter personal information on a non-secure website!

**Strong Passwords**

Once you start using the web, you will go to many different sites or services, like email, Facebook, Amazon, your library account, and so on, that will ask you to create an account. These accounts will want you to create a password. If someone guesses your password, they can gain access to your information, so it should be very hard to guess.

The first defense against this is a **strong password**. Websites will often enforce some of these rules to help you choose a strong password (such as length and variety of characters). But there are some rules they cannot enforce (such as being a word from the dictionary). Below are some characteristics of a strong password:

- **Most important:**
  1. Is significantly different from your other passwords. *(If you use the same password for everything and a hacker breaks into just ONE website, then he has access to ALL your accounts!)*
  2. Is at least 8 characters long (the longer, the better)
  3. Is NOT a word from the dictionary
  4. Is NOT a proper noun (name of person, place, business, etc—**real or fictional!**—for example, “Darth Vader”)
  5. Does NOT contain personal information such as your user name, real name, address, or mother’s maiden name.
  6. Does NOT contain characters from adjacent keys (e.g. “zxcvb”)

Also important:

7. Does NOT contain professions of love (“ilovedogs”) (a lot of people do this, making your password easier to guess)

8. Does NOT **start** with an uppercase letter or **end** with numbers (another common pattern that makes your password easier to guess).

9. Does NOT contain “clever” substitutions for letters or words (“@” instead of “a”, “4” instead of “for”)

**Misconception:**

“*Having a mix of different types of characters increases the strength of your password.*”

<table>
<thead>
<tr>
<th>Category</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Uppercase letters</td>
<td>A B C</td>
</tr>
<tr>
<td>Lowercase letters</td>
<td>a b c</td>
</tr>
<tr>
<td>Numbers</td>
<td>1 2 3</td>
</tr>
<tr>
<td>Special characters</td>
<td># % - (space)</td>
</tr>
</tbody>
</table>

- This a relic from the past. The National Institute for Standards and Technology (NIST) removed this from their security best practices in June 2017.

- Unfortunately, many websites still enforce this rule (see screenshot below), but know that this alone does not make your password more secure!
The website pictured below erroneously considers a password to be “strong” if it has a mix of different characters.

Source: https://twitter.com/AaronToponce/status/988761412464857088
See also: https://www.pluralsight.com/blog/security-professional/modern-password-guidelines
You should try to make your password easy to remember. But note that, the more random a password is, the more secure it is.

- **rOses21forEver** (long, easy to remember, “roses forever”)
- **giraffeeats75diced*peArs** (4 random words from the dictionary formed into a sentence with capitals, numbers & symbols “giraffe eats 75 diced pears”)
- **there are 100 species of roses** (passwords don’t have to be words—they can be phrases)
- **qaH5RbM1ib** (random letters and numbers)

Here are some examples of very bad passwords.

Can you tell me why they are bad?

1. **elephant** (single word from the dictionary)
2. **f8#Za** (too short)
3. **1qaz2wsx** (adjacent keys)
4. **ilovemusic64** (profession of love, ends in numbers)
5. **$uperm@n** (proper noun, “clever” substitutions)
6. **BillClinton** (proper noun, starts with capital letter)
7. **4-13-1970** (birthdate, personal info)
8. **143-maple-In** (address, personal info)

**What if I forget my password?**

Most websites provide an option for resetting your password via email, so it’s not the end of the world if you forget a password. However, as a consequence, it is very important that you **never forget your email password**. Think of your email account as your “Internet passport”—it essentially acts as your online ID card.

If you forget the password to your email account, there are still ways to reset it. Most email services allow you to enter the following information to help you gain access your email account, should you forget your password:

- A cell phone number
- An alternate email address
- One or more security questions (like “Name of my first pet”).

Of course, you must enter this information into your account **before** you lose your password. If you haven’t entered any of this information and you’ve lost your email password, you’re pretty much out of luck!
2-Factor Authentication

Security is always a concern with passwords, and hackers are constantly finding new ways to steal passwords and other personal information. In an effort to fight this problem, many websites have introduced a new layer of security to verify it’s really you.

Sometimes when you log into your e-mail or bank website, you’ll be prompted to set up this extra layer of security. We recommend you always set this up, as it helps keep your information safe.

This method, often called 2-Factor or Multi-Factor Authentication, combines your password with a unique code that can be texted, sent to your primary (or an alternate) e-mail address, or even communicated to you with an automated phone call.

It works by first logging in with your normal username and password. Then you’ll see an extra screen asking for the security code. This code will be sent to your mobile phone via text message, email, or automated call. Once you enter the security code on the website, you’ll be logged in.

Can I write my passwords down?

Yes. In fact, we recommend it. Here are some techniques:

- Write them down by hand in a notebook. Store it in a safe place and do NOT carry it around with you in case you lose it.

- Use a password storage program like KeePass. They store all your passwords in a file on your home computer. These programs encrypt all your passwords with a single, master password, so there’s no way to view your passwords without first entering the master password. The downside is—if you forget the master password, there is no way to recover it. They also can generate random, secure passwords for you.

- Store your password list in a secure cloud service, like Google Drive or Dropbox. The benefit to this approach is that you can access your password list from anywhere. But make sure the password to your cloud account is secure so nobody can break in.

Scams

Phishing

Phishing is a technique used by scammers to steal your personal information. They will send you an email that looks like it is coming from a legitimate organization, like your bank. The emails tell you to click a link, which takes you to a website that might look like your bank’s website, but is NOT your bank’s website. The website will then ask you for your personal information, such as your name, social security number, or your username and password.

Teacher: Show examples of phishing emails
**Phony Error Messages**

Just like in real life, there are people on the internet who want to make a quick buck off you. A scam that has been circulating recently is one that tells you there is something wrong with your computer, and that you have to call a phone number to fix it. **Never call this phone number.** When they ask you to call a phone number, this is a sign that it is a scam.

Your computer might also start making loud noises, and might even start speaking to you. Just turn down your speakers.

Often times, the crooks will make it so that you can’t exit out of your web browser. If this happens, just shut down your computer. Do not pay attention to any phony warnings telling you that shutting down your computer will damage it.
**Phony Websites**

Sometimes, you will end up on a website that claims to offer a ridiculously good product and appears to be from a legitimate organization. The website below claims to offer a dietary supplement that builds your muscles without you even needing to exercise.

Looking at the website header, we appear to be on ESPN’s website (a respected sports magazine). Plus, the article is written to sound like an ESPN journalist is reviewing the product, making it seem more legitimate.

But look at the Address Bar. **Do you see “espn.com” anywhere?** Looking at the URL in the Address Bar is a good way of telling if a website is phony or not.

This advice also applies to government-related websites—if the domain name doesn’t end in “.gov”, then that’s a sign you might not be in the right place.

And just remember the age-old saying, “If it sounds too good to be true, it probably is!”
Ransomware

The word “ransomware” is a play on words—it combines the words “ransom” and “software”. Ransomware is a kind of virus that uses modern encryption technology to lock you out of the files on your computer. The only way to unlock them is to pay money, typically around $500.

Anti-virus programs can remove some types of ransomware, but not all. Because of the way encryption technology works, the only way to get your files back is to obtain the master password, which only the scammers have.

How to protect against ransomware:

- Avoid downloading suspicious email attachments. This is the most common way ransomware spreads.
- Backup your data regularly (copy important files to a flash drive).
- Unplug flash drives and external hard drives as soon as you are done using them. If external storage is connected to your computer at the time of infection, those storage devices will be infected too.
- Have anti-virus software installed on your computer.
- Avoid clicking links in suspicious emails.
- Avoid clicking advertisements on websites.

Tip: If you’ve been a victim to any of these scams, file a complaint with the FBI’s Internet Crime Complaint Center (IC3):

www.ic3.gov  #14 on slip
Searching for Information on the Internet

There is a lot of information on the Web. According to http://www.worldwidewebsize.com/ the Indexed Web contains at least 4.44 billion pages as of 10/12/2017. Regardless of exactly how many pages there are...a lot of stuff is available! Good and bad, reliable and not. So how do you find what you are looking for?

Search Engines

This is where Search Engines come in handy. Search Engines work by using thousands of clustered computers to download essentially every web page on the Internet. They use computer programs called crawlers (aka “spiders” or “bots”) to do this.

It’s a complex process and the owners of search engines are often secretive about the inner workings of their software—especially how it decides which pages are the most relevant to a particular search and therefore should appear at the top of the list of results. This is called the search algorithm. The word “algorithm” refers to the logic a computer uses to perform a specific task.

Being highly ranked is so important to businesses that there is an entire industry focused on how to design websites to make them appear at the top of search results—it’s called Search Engine Optimization or SEO.

Search engines do not find everything though, and each search engine will find somewhat different results. But they are usually very good at finding what you want if you remember some general searching tips.

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<tr>
<td><strong>1</strong></td>
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<td><strong>3</strong></td>
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<tr>
<td><strong>4</strong></td>
</tr>
<tr>
<td><strong>5</strong></td>
</tr>
</tbody>
</table>
DuckDuckGo: Takes privacy very seriously. Most search engines track the searches you perform in order to improve accuracy and increase ad revenues. DuckDuckGo does not track anything. Downside: Search results may not be as good because they are a small company and don’t have the infrastructure that Google has.

What is net neutrality?

It is legislation that states that all websites must use the same “roads” to connect to their users. This puts everyone that owns a website on a level playing field (large corporations and individuals alike). Without net neutrality, companies are allowed to pay extra money to use an “expressway” so they can be faster than everyone else.

Searching Tips

- Imagine what words would likely appear on the pages you are looking for.
  - For example, instead of searching for my head hurts search for headache
- Start with only a few words and make them the most meaningful that you can think of.
- If you do not get useful results, add alternate keywords and phrases that describe your topic. For example, use “migraine” instead of “headache”
- You can also try using a different search engine if you are not getting useful results.
- Be careful when looking for words with multiple meanings. Add words to help the search engine know what you are looking for. For example:
  - penguins animal vs. Pittsburgh penguins
  - turkey the country vs. turkey the animal vs. turkey the food

A Simple Search

Let’s use Google to do a simple search and examine the results.

1. Open Firefox.
2. REVIEW:
   a. Q: What is our browser’s homepage?  
      A: Google
   b. Q: If our homepage wasn’t set to Google, how would we get to Google?  
      A: Type Google’s URL into the address bar.
   c. Q: What is the URL of Google’s website?  
      A: www.google.com (look at the address bar)
   d. Q: Do we have the Google website bookmarked? How can you tell?  
      A: Yes. The Bookmark button is blue 🌟. If we didn’t have a bookmark for Google, it would be white.
3. **Notice** that the insertion point is already blinking in the search box. We are going to do a search for **chicken soup**.

4. To start, just **type** a C and **watch** what happens. **Notice** that a list of suggestions starts to appear beneath.

5. **Continue typing** “chicken soup” until you see a suggestion that says “chicken soup”. **Remember**, we want the computer to do as much work for us as possible so to save ourselves from some typing.
6. **Click** on the suggestion that says “chicken soup” to **commit** the search.

Even though Google performs searches as you type, it’s best to **commit** your search before clicking on any of the search results.

**There are three ways to commit a search:**

- Clicking on a suggested search query
- Pressing **Enter** on the keyboard
- Clicking the “Search” icon (if present)

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**The Search Results Page**

Let’s start at the top and work our way down.

1. **Before we go over the search results page,** you **may notice** a message in the **top-right** corner of the screen. Teacher’s note: This may not appear in Firefox. **Teachable moment:** Do you remember **what Chrome is?**

   a. Google has detected that we are using Firefox, and is encouraging us to switch to their own web browser, Chrome.

   b. **Click** the “no” option to dismiss the message.

2. **Search query:** At the very top is a text box that contains your search query. You can use this text box to refine your query (we will demonstrate this shortly).

   ```
   chicken soup
   ```

3. **Search Categories:** You can narrow your search by searching for particular types of resources, such as pictures or videos. By default, “All” is selected, which means that Google will search websites.

   ```
   All Images Books Videos Shopping More 
   ```

4. **Statistics:** Displays the total number results Google found, along with how long it took for Google to perform the search. Note that the total is an estimate, not an exact number.

   ```
   About 3,900,000 results (0.48 seconds)
   ```
5. **Advertisement:** Google often places advertisements inside of the search results, usually at the top and/or bottom of the page. They look very much like regular search results and are even related to your search term. You can identify an advertisement by looking for a green “Ad” icon.

![Advertisement Example](image)

6. **Knowledge panel:** We also have a knowledge panel near the top of our search results. It contains a generic recipe for chicken soup, along with a link to the website where it got the information.

   ![Knowledge Panel Example](image)

   a. Knowledge panels contain general information about the topic you are searching for. Not all searches will display a knowledge panel.

   b. Google gets this information from a website on the internet that it has deemed a reliable source of information about the topic you’re searching for.

   c. If this information is important to you, do not rely on it! Always back up your research with information from other sources.
7. **Side knowledge panel:** We have another knowledge panel on the right-hand side of the page. It contains various photos of chicken soup, along with a definition and nutrition facts, almost like what you’d find in an encyclopedia. Again, if this information is important to you, always back up your research with information from other sources.

![Side knowledge panel](image)

8. **Search result:** Most of the items on this page are search results that will take you to webpages that might contain the information you are looking for.

```
Simple Chicken Soup Recipe : Food Network Kitchen : Food...
www.foodnetwork.com/.../simple-chicken-so...
Rating: 5 - 4 reviews - 55 min
Put the bones and carcass from a leftover chicken (they can be in pieces) in a large pot. Cover with the broth and 4 cups water. Bring to a boil over medium-high heat, reduce to a simmer and cook for 20 minutes. Skim any foam or fat from the broth with a ladle as necessary.
```

a. **Webpage title:** The blue link at the top is the webpage title. Clicking it will take you to the webpage.

b. **URL:** Below the title is the URL of the website (in green).

c. **Snippet:** The gray text below the URL is a snippet. The snippet is an excerpt of text from the webpage that includes your search term. You can read this to get an idea of whether or not the webpage has the information you are looking for.

d. **Recipe rating:** Many of our search results are recipes. Google is smart enough to figure out what rating the website gave the recipe. It displays the rating below the URL. This is something extra that Google adds to the search results of certain recipe websites.
9. **Related searches**: At the bottom of the page is a list of search queries that are similar to our current search query. This is helpful if you want to refine your search query so that it’s more specific, but don’t know what words to use.

<table>
<thead>
<tr>
<th>Searches related to chicken soup</th>
</tr>
</thead>
<tbody>
<tr>
<td>chicken soup recipe</td>
</tr>
<tr>
<td>chicken tortilla soup</td>
</tr>
<tr>
<td>homemade chicken soup</td>
</tr>
<tr>
<td>chicken soup for the soul</td>
</tr>
<tr>
<td>chicken vegetable soup</td>
</tr>
<tr>
<td>chicken dumpling soup</td>
</tr>
<tr>
<td>chicken noodle soup</td>
</tr>
<tr>
<td>chicken rice soup</td>
</tr>
</tbody>
</table>

10. **More pages of search results**: Also at the bottom of the page are links to the other pages of search results. Most of the time, you won’t need to use this because you are often able to find what you’re looking for right on the first page (yes, Google is **that** good!).

Refining a Search

Most of our search results are about chicken soup *recipes*. Let’s **refine** our search and search for chicken soup *books*.

1. **Click** into the search box at the top of the page (remember: your insertion will go to whatever point you click).

2. **Click** after the word “soup”, **press** the **Space Bar** and **type** the word **book**.

3. Commit your search by **clicking** the **Search** button or **pressing** **Enter**.

4. **Note** how your results change. **Change** your search again by adding the word “Mexican” before the word “chicken”.

Opening a Search Result

1. **Look** at your results list and **choose** one you would like to visit.

2. **Click** on the title to go to the website.

3. **Use** the **Back button** to return to your results page.

**Tip:** Instead of clicking on a search result, try opening a search result in a new tab instead. This allows you to keep your search results “open” while you visit each one of the search results.
A Final Tip about Browsers

To start our search, we typed into the search box on the Google page. However, we could have simply typed our search term into the address bar of the browser. In Firefox, as in most other browsers, the address bar is also a search bar. The default search engine in Firefox is Yahoo but, in the computer lab, we have changed it to Google. We could have started our search by typing “chicken soup” in the address bar and then clicking the go to button.

- **Close Firefox**

**Practice**

1. **Open Firefox.**
2. **Click** into the address bar, **type** the word *pizza*, and **click** the Go button.
3. **Notice** the map that appears. *What is this a map of? Norristown.* Google is able to determine our general location and is providing us search results specific to our location. This is either cool or creepy, depending on your perspective!

4. Let’s make our search a little more specific:
   a. **Click** after the word pizza in the Google search bar.
   b. **Press** the Space Bar on the keyboard.
   c. **Type** 19401.
   d. **Tap** Enter.
5. **Try** another search
   a. See if you can find when and where the next *summer Olympics* will be held.
   b. Think about what your search terms should be?
Improve Your Search Experience

In addition to providing easy access to billions of web pages, Google has many special features to help you to find exactly what you’re looking for. Some of the most popular features are listed on your handout for this lesson.

1. **Open** a new tab and **go** to **www.google.com**. (#10 on slip)

2. Try typing the following search queries into the Google search box:
   - **time Tokyo**: Get the local time of anywhere in the world.
     
     ![Time in Tokyo](image)

   - **define hypertext**: Get a dictionary definition of any word.
     
     ![Dictionary Definition](image)

   - **embaress**: Use Google as a spell checker. The correct spelling of the word will often appear in the suggestion list.
     
     ![Spell Checker](image)

3. You can also use Google to give you answers to **specific questions** (instead of having to visit a website to find the answer). These are called **knowledge panels**. Note that Google is not always clear about where it got this information, so if the information is important to you, always back up your research with data from **other sources**. Simply **type** your question into the search box. For example:
   - where was George Washington born
   - when was the first moon landing
Finding directions

There are three popular sites that you can use to search for directions:

<table>
<thead>
<tr>
<th>Site</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mapquest</td>
<td>This site was the first mapping website to come out years ago.</td>
</tr>
<tr>
<td><a href="http://www.mapquest.com">www.mapquest.com</a></td>
<td></td>
</tr>
<tr>
<td>Google Maps</td>
<td>This site is excellent not just for driving directions, but for simply</td>
</tr>
<tr>
<td>maps.google.com</td>
<td>exploring a place.</td>
</tr>
<tr>
<td>Yahoo! Maps</td>
<td>This site works very similarly to Google’s map site.</td>
</tr>
<tr>
<td>maps.yahoo.com/beta</td>
<td></td>
</tr>
</tbody>
</table>

We will use **Google Maps** to find directions from the Library to “Facenda Whitaker Bowling Alley”.

1. In the address bar, **type** maps.google.com. (#9 on slip)
2. **Look** at the **top of the screen**. Google is again encouraging us to use their web browser, Chrome. **Click** “no”.
3. **Point** to the middle of the map and **click and drag** in any direction. This is how you **move around** the map.
4. **Roll** the mouse’s scroll wheel **away** from you. This is how you **zoom in**.
   **Roll** the scroll wheel **toward** you. This is how you **zoom out**.
5. **Click** “Directions”.

6. In top text box, **start typing** the library’s address, **1001 Powell St, Norristown, PA** (#1 on bottom of slip), but continue to **watch** the computer screen as you type for the autocomplete list. As soon as you see the correct choice, **click** on it.
7. In the bottom text box, **start typing Facenda Whitaker (#2 on bottom of slip)** and **use** the autocomplete list to complete the entry.

8. Once both addresses are in place, route options will appear below. The top option usually is the fastest.

**Tip:** By default, Google Maps will usually give you driving directions. But you can also get **public transit** directions and even **walking** directions by clicking the appropriate icons at the top.
9. To see turn-by-turn directions for a route, **click “Details”**.

![Step-by-Step Directions Example](image)

10. **Notice** how the step-by-step **directions** appear on the left, along with a map of the **travel route** on the right. **Also notice** that the **estimated travel time** and **total distance** is displayed at the top.

![Detailed Route Directions](image)

11. If you would like to get a printout, be sure to use the print button embedded on the page. **Click the print button**. An options drop down appears, allowing you to choose to include the map or print the text only.

![Print Options](image)
12. Click “Print including maps”. A page is displayed that gives you an idea of what you are printing. A map is at the top and the directions are at the bottom.

13. Click the blue “Print” button in the top-right corner. This launches the print dialog box without giving you the option of print preview. We at the Computer Lab consider this a serious deficiency, because you don’t know what your print will look like! **CLICK CANCEL.**

14. Use the browser’s Print button instead so we can get a print preview.

15. Close the print preview and close Firefox.
Narrowing Web Searches (supplemental)

Here are a few tricks that occasionally come in handy when you want to search for something very specific.

**Phrase Search**

When you type multiple words into a search query, what it’s actually doing is searching for webpages that contain all of the words that you’ve typed *somewhere* within the page—the words do NOT have to appear together. When you want to search for a specific *phrase*, like a quote, enclose the search term in double quotes (teachers often use this technique to look for plagiarism).

**Example:**
"The Internet, referring to the specific global system of interconnected IP networks, is a proper noun and written with an initial capital letter."

**Site Search**

This technique will search one specific site on the Internet, instead of the entire Internet.

1. **Type** “site:www.cnn.com olympics” into the search field.
2. **Notice** how we are not getting search suggestions as we type. This is because we are doing an advanced search.
3. **Commit** the search query by pressing Enter or clicking the blue button.

**Exclude Search Terms**

You can exclude pages that contain a search term by putting a hyphen before it.

Let’s search for a **book** called “Rolling Stones” using this technique.

1. **Type** “rolling stones” into the search field and **commit** the search.
2. **Notice** how most search results are about the **band** or the **magazine**.
3. Let’s exclude the keyword “music” from our search.
   a. **Click** into the search box.
   b. **Type** “<space> -music”. **Commit** the search.
4. What other keywords can we exclude? Keep excluding terms until you get a search result about a book. Examples: magazine, band, rock

**Tip:** Exclude a **website** from a search:
- site:www.cnn.com olympics

**Tip:** Exclude a **phrase** from a search:
- rock and roll -“the rolling stones”
Working with Fillable PDF Files (supplemental)

The scenario: We lost our vehicle registration card so we need to learn how to get a replacement. We are going to see if the Pennsylvania Department of Motor Vehicles can make it easy for us online.

1. **Open** Firefox.

2. In the address bar type **pa dmv** and **press Enter**.

3. **Examine** the results list. Which one looks like the official website? **Beware of imitators**.

   **DMV Of Pennsylvania - DMV.org**
   
   [Ad]  www.dmv.org/Pennsylvania ▼
   
   ★★★★★ Rating for dmv.org: 4.3 - 3,700 reviews
   
   DMV Forms, License, & Registration. Our Comprehensive Guide to the DMV

   **DMV - PA.gov**
   
   www.dmv.pa.gov/ ▼
   
   Pennsylvania Driver’s License Practice Knowledge Test Mobile Application, PA Driver’s Practice Test. Motorcycle Permit Practice Test Mobile Application, PA Motorcycle Practice Test. 511PA Mobile Application, 511PA ...

   Q: What are the indicators of the imitation site?

   **A**: The presence of the Ad indicator in the search results and the suffix of .org. While .org is not necessarily a red flag, one would expect a government entity to have a suffix of .gov.

4. The search results for the “official” DMV website provides some handy links to locate the service we want. **Click** on the link for **Vehicle Services**.

5. Click on **Title/Registration** and then on **Duplicate Motor Vehicle Products**.

6. Among the different options, we will be choosing to **Apply for a Duplicate or Replacement Registration Card or Standard Issue Plate Through the Mail (USPS)**. There is a link to **Form MV-44**.

7. The text description indicates that Form MV-44 is a **PDF**. What does this mean? **PDF** is a file format that requires software to open it. Firefox comes pre-installed with software for viewing PDF files. You can also download a program called Adobe Reader for free, which can open PDFs. You might want to check your programs menu first to see if it already on your computer. Bottom line, if you click on the file and it opens, you have some kind of PDF software already installed.
8. **Click** on the file link and the file will open in a new tab or a new window. The file is opened within the browser but note that it comes with its own toolbar with tools such as “Print” and “Save”.

9. **Note** the file is able to be filled out. This is something that is usually called out somewhere near the top of the document, but the different appearance of the fields can also be an indication.

10. Filling out this form is different than filling out an online form. Information entered into an online form is typically able to be submitted electronically, whereas fillable pdf files are meant to be printed or saved to storage media or both.

11. **Enter** some numbers into the Title number and VIN fields.

12. **Locate** the print button and **click** it. In the print preview, **note** the content in those first two fields.

13. **Cancel** the print dialogue.

14. Saving the filled-in form:

   a. When you have gone to a lot of trouble filling in a form, it might be wise to save the form electronically, in case the printed version becomes lost or mishandled. If it has been saved you have the option of printing it again if needed.

   b. **Press** the save button and a **Save As dialogue box** will appear. You will need to choose a location to save your file to. In the case of the computer lab, files can be saved to the **Temporary Patron Drive**. **Click** on **Temporary Patron Drive** on the left side of the dialogue.

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**What is a plug-in?**

A plug-in is an add-on to a web browser that enhances functionality. Some browsers may come with certain plug-ins already installed. Adobe Reader is a very common and popular plug-in. Plug-ins may not contain all the features of a full program but for many uses, they are sufficient.
Using Wikipedia (supplemental)

Wikipedia is a **user-contributed encyclopedia**. The articles are written by volunteers around the world. It’s fairly easy to create or edit a page on Wikipedia. Because of this, information on the site can be inaccurate or outdated, so care must be taken when using its content. I’m going to show you how you would edit a page.

1. **Go** to en.wikipedia.org [#11 on slip](the “en” stands for “English”—Wikipedia is written in many different languages) and search for “Norristown”. A page entitled “Norristown, Pennsylvania” should load.

2. **Click** on the “Edit” link on the top of the page. This will take you a page that allows you to edit the article.

3. **Notice** the yellow banner at the top of the page. It warns us that we are not logged in. Many articles on Wikipedia can be edited without creating a Wikipedia account. Some of the more popular articles require a user account to edit them in order to prevent vandalism.

    ![You are not logged in. Your IP address will be publicly visible if you make any edits. If you log in or create an account, your edits will be attributed to a user name, among other benefits.](image)

4. **Note** the large text box in the middle of the page. This contains the article’s content. It uses what’s called a **markup language** to do things like make text bold or insert images. The markup you are looking at now is used to define a sidebar that contains statistical information about Norristown.

5. **Scroll down** until you see the text below. This is the beginning of the actual article content.

    ```
    "Norristown", officially the "Municipality of Norristown"
    ```

6. **Change** the words “Norristown” to “New York”.

7. **Scroll down** to the bottom of the page.

8. **Note** the “Edit Summary” text box. This is where you would type a short description of your changes. This will be logged to the article’s History for everyone to see.

9. Now, **click** the “Show preview” button. Do **NOT** click the “Save page” button. That button will actually save our changes and make them visible on the page. We do not want to do this because it is inaccurate information.

10. After a few second’s a preview of the page will load, and you will see a preview of your changes.

    ![Preview](image)
Working with Internet Forms (supplemental)

Many websites will ask you to create an account in order to use their full functionality. This will usually require you to create a username to login with and a password. Depending on the site they may also ask for other information such as your real name, address, and payment information. Be mindful of what type of information you give to sites.

The computer lab has created a form to give you practice in some of the elements you may find on an online form. The form is available on the Class Resources page under the “Internet” class section. It’s called “Optional Form Exercise”.

http://www.mc-npl.org/class-resources

Evaluating the Reliability of Website Content (supplemental)

With so much information so readily available, how do we know what information is reliable and accurate and what is not?

Sometimes it is not all that important where information comes from; if you are trying to remember the names of the seven dwarfs in Snow White, you might not care whether the information comes from the Disney web site, Wikipedia or some other trivia site. However if you are doing a research paper on the history of animated fairy tales, then you will need to make sure you get the information from a reliable source. If you are looking for medical information, help with your taxes or a job application, you definitely want reliable information. Where the information comes from will matter!

When it comes to evaluating information on a web site, use the same deductive reasoning skills you use in evaluating other information like you find in magazines, newspapers, TV ads, or political debates. Do not be intimidated just because it is on the web.

When you look at a web site, here are some things to consider:

- **Who produced the site?**
  - Look at the URL. Is it from a government agency (.gov) or an educational institution (.edu), which should be more credible than a business or individual’s web site? Anyone can get a .com, .org or .net domain and sometimes pretend to give you reliable information when actually they only want to sell you something.
  - Is there an “about” or “contact” page that identifies who created the website and why? If the web site does not tell you who created it, then you have no way of judging if the person (or organization) is knowledgeable about the topic.

- **Is the information believable?** If you find a site selling a product that will make you feel 30 years younger, is that really believable? Something that is too good to be true probably is not true.

- **Is the information up to date?** Look for a date on the web site (often at the bottom of the page). Depending on your topic, you may want information that was created in the last year or even the last few days. Note that some search engines will allow you to narrow your search results by date.
• Can you find the same information in multiple places (and from multiple sources)? If not, then question the information more closely. On the other hand, don’t necessarily believe something just because you find it in many places, it might just have been repeated incorrectly.